

ABSTRACT OF THE DISCLOSURE

In accordance with the present invention, a system and method for generating a service level agreement (SLA) template are disclosed. The SLA template generated by the disclosed system enables deployment of resources to support a number of SLAs and associated VPNs. The SLA template generated by operation of the disclosed system may include a first graphical user interface (GUI) template that specifies, at least in part, a GUI for use by a customer service representative (CSR) when accepting a service request or order from a customer. The disclosed SLA template may further include a number of SLA defaults, which may consist of default values and or software program code logic. The SLA defaults enable an SLA GUI to be configured such that a relatively small amount of information can be collected and used to derive other necessary configuration data. A second GUI template may be included in the SLA template to specify information to be obtained regarding networking devices and associated resources that must be used to provide a VPN over which are provided the services described in a particular SLA. Such information may, for example, describe a VPN ID, the connectivity between specific networking devices in a core network, and other parameters that reflect the resources that may be allocated to various customers. The SLA template may further include a number of VPN constraints on the network over which the services described in the SLA are provided.

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